

Out of Scope [DPMC]

From: §9(2)(a) [Facebook]
Sent: Wednesday, 17 April 2019 10:59 AM
To: ^Parliament: Leroy Taylor
Cc: §9(2)(a) [Facebook]
Subject: RE: Request from NZ

Thank you Le Roy, we will be calling in 2 minutes.

From: Le Roy Taylor <§9(2)(a) - PMO>
Sent: Tuesday, April 16, 2019 3:58 PM
To: §9(2)(a) [Facebook]
Subject: RE: Request from NZ

Hi §9(2)(a)

The Prime Minister is ready to take the call.

§9(2)(a)

Thanks

From: §9(2)(a) [Facebook]
Sent: Wednesday, 17 April 2019 9:21 AM
To: Le Roy Taylor <§9(2)(a) - PMO>
Cc: Mia Garlick <§9(2)(a)> §9(2)(a) [Facebook] Andrew Campbell
§9(2)(a) - PMO ; Paula Wilson [DPMC] §9(2)(a)
Subject: RE: Request from NZ

Hi.

Thank you for the update.

We can adjust for the 4pm PT // 11am NZT start, but may need to shorten the call slightly.

We'll give you a call at that time.

Best,
§9(2)(a)

From: Le Roy Taylor <§9(2)(a) - PMO>
Sent: Tuesday, April 16, 2019 2:18 PM
To: §9(2)(a) [Facebook]
Cc: Mia Garlick <§9(2)(a)> §9(2)(a) [Facebook] Andrew Campbell
§9(2)(a) - PMO Paula Wilson [DPMC] §9(2)(a)
Subject: RE: Request from NZ
Importance: High

Good morning §9(2)(a)

The Prime Minister is currently on a flight, which has been slightly delayed in taking off. Would it be possible for the phone call with Mr Zuckerberg to start 15 minutes later – at 11.00am NZT / 4.00pm PST

Many thanks,

Le Roy

From: Le Roy Taylor
Sent: Tuesday, 16 April 2019 8:59 AM
To: s9(2)(a) [Facebook]
Cc: Mia Garlick <s9(2)(a)> s9(2)(a) [Facebook] Andrew Campbell
s9(2)(a) - PMO ; 'Paula Wilson [DPMC]' s9(2)(a)
Subject: RE: Request from NZ

Thanks so much s9(2)(a) that is now confirmed in the Prime Minister's schedule.

The best number to call is my own – s9(2)(a) and I will then connect the call to the Prime Minister.

Thanks again,

Le Roy

From: s9(2)(a) [Facebook]
Sent: Tuesday, 16 April 2019 8:54 AM
To: Le Roy Taylor <s9(2)(a) - PMO>
Cc: Mia Garlick <s9(2)(a)> s9(2)(a) [Facebook]
Subject: RE: Request from NZ

Hi Le Roy,

3:45-4:15pm PT, Tuesday April 16 // 10:45-11:15am, Wednesday, April 17.

Please let me know the best way to reach the Prime Minister and we'll initiate the call at that time.

We appreciate your help in making this work.

My best,

s9(2)(a)

From: Le Roy Taylor <s9(2)(a) - PMO>
Sent: Monday, April 15, 2019 1:52 PM
To: s9(2)(a) [Facebook]
Cc: Mia Garlick <s9(2)(a)> s9(2)(a) [Facebook]
Subject: RE: Request from NZ

No problem at all s9(2)(a)

Could we look at 3:45-4:30pm PT, Tuesday, April 16 // 10:45am-11:30am New Zealand; Wednesday, April 17

The Prime Minister will be on a flight tomorrow morning, hence the 3.45pm start.

Let me know if that is still a viable option.

Many thanks,
Le Roy

From: s9(2)(a) [Facebook]
Sent: Tuesday, 16 April 2019 8:40 AM
To: Le Roy Taylor <s9(2)(a) - PMO>
Cc: Mia Garlick <s9(2)(a)> s9(2)(a) [Facebook]
Subject: RE: Request from NZ

Le Roy,

My apologies, Mark is out of the office today under the weather. I would usually move anything for such an important phone call, but unfortunately he has an appointment that currently lasts until 4pm PT.

I am sorry I cannot be more flexible with his schedule today, but let me know if you prefer to try for tomorrow or Wednesday.

My thanks for your understanding.

s9(2)(a)

From: Le Roy Taylor <s9(2)(a) - PMO>
Sent: Monday, April 15, 2019 1:28 PM
To: s9(2)(a) [Facebook]
Subject: RE: Request from NZ
Importance: High

Good morning s9(2)(a)

I am Senior Private Secretary to Prime Minister Ardern. She has asked me to liaise with you on the best timing for a call.

Is there any chance the call could start today at 3.30pm PT?

Kind regards,

Le Roy Taylor | Senior Private Secretary
Office of the Prime Minister

s9(2)(a) Email s9(2)(a) - PMO

Authorised by Rt. Hon Jacinda Ardern MP, Parliament Buildings, Wellington

Please note information about meetings related to the Ministers' portfolios will be proactively released (this does not include personal or constituency matters). For each meeting in scope, the summary would list: date, time (start and finish), brief description, location, who the meeting was with, and the portfolio. If you attend a meeting with the Minister on behalf of an organisation, the name of the organisation will be released. If you are a senior staff member at an organisation, or meet with the Minister in your personal capacity, your name may also be released. The location of the meeting will be released, unless it is a private residence. The proactive release will be consistent with the provisions in the Official Information Act, including privacy considerations. Under the Privacy Act 1993 you have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, or are concerned about the release of your information in the meeting disclosure, please contact the sender. You can read more about the proactive release policy at <https://www.dia.govt.nz/Proactive-Releases#MS>

From: s9(2)(a) [Facebook]
Date: Tuesday, 16 Apr 2019, 5:53 AM
To: s9(2)(a) - PM
Cc: Mia Garlick <s9(2)(a)>
Subject: RE: Request from NZ

Dear Prime Minister Ardern,

Our thoughts are with you during this time.

Thank you for offering your flexibility during your recess. I am wondering if you might have time during either of the following windows for a call with Mark in the next few days.

- Today between 4:00-5:00pm PT, Monday, April 15 // 11am-12:00pm New Zealand; Tuesday, April 16
- Tomorrow between 3:30-4:30pm PT, Tuesday, April 16 // 10:30am-11:30am New Zealand; Wednesday, April 17

Or please let me know if there is a time that might work best for you and if you prefer, I work with your staff on the details.

My best,
s9(2)(a)

N.b. I have moved Sheryl to the bcc line for scheduling.

From: Sheryl Sandberg <s9(2)(a)>
Sent: Monday, April 15, 2019 10:06 AM
To: s9(2)(a) - PM
Cc: Mia Garlick <s9(2)(a)> s9(2)(a) [Facebook]
Subject: FW: Request from NZ
Importance: High

Prime Minister Ardern,

Thank you for your note – and more importantly, for your leadership during what I know has been an incredibly difficult time. The terrorist attack was absolutely heartbreaking, and I continue to send my thoughts and prayers your way.

We have more work to do, and I speak for everyone at Facebook when I say that we are deeply committed to strengthening our policies, improving our technology and working vigilantly to keep our platforms safe.

I am copying my colleague s9(2)(a). She works closely with Mark and can find time for you two to connect. And I am happy to talk as well anytime.

My very best,
Sheryl

sheryl sandberg | chief operating officer | facebook
1 facebook way | menlo park, ca | 94025
s9(2)(a)

From: s9(2)(a) - PM
Sent: Sunday, April 14, 2019 11:20 PM

To: Sheryl Sandberg <s9(2)(a)>
Cc: Mia Garlick <s9(2)(a)>
Subject: Request from NZ

Dear Sheryl (cc Mia)

I wanted to send a personal note to say thank you for your recent message of condolence in the wake of the terrorist attack on the 15th of March.

As I know you will have observed, New Zealand has been experiencing a period of shock and grief following the attack, which has been unlike anything we have experienced before. The support from so many though has been overwhelming, and for that we have been most grateful.

In the wake of the attack we have had ongoing contact and offers of briefings etc from Facebook, which we have not taken up formally to date. I did personally want to follow up though on the offer of a phone call with Mark as your Chief Executive, which came via Mia Garlick in late March.

I read with great interest the article Mark wrote in the aftermath of the terrorist attack in New Zealand. I share the view that a collective approach needs to be taken by the global community if we are to successfully tackle the challenges we face. I'd welcome the opportunity to discuss that with Mark at the earliest convenience. We are in recess at present so can be quite flexible with timing.

Thanks again Sheryl, and I do hope our paths can cross again soon.

Best,

Jacinda Ardern

Sent with BlackBerry Work
(www.blackberry.com)

Out of Scope [DPMC]

From: s9(2)(a) - PM
Sent: Tuesday, 16 April 2019 6:00 AM
To: ^Parliament: Leroy Taylor; Andrew Campbell
Subject: FW: Request from NZ

We have a time. Le roy, mind getting back to s9(2)(a) with the option that suits best? I am assuming MEAT are ready for me to make the call today.

Sent with BlackBerry Work
(www.blackberry.com)

Information duplicated elsewhere in response

Released Under the Official Information Act 1982

Out of Scope

From: Mia Garlick s9(2)(a)
Sent: Tuesday, 26 March 2019 3:37 PM
To: ^Parliament: Rajesh Nahna; Andrew Campbell
Cc: s9(2)(a)
Subject: AU Summit remarks + NZ outreach next week
Attachments: Australian Ministerial Roundtable_ Facebook opening remarks (written version).pdf

Dear Raj and Andrew,

As a matter of courtesy, I wanted to share a confidential copy of the remarks we will shortly deliver as part of our opening remarks to the summit with the Australian Government to discuss the Christchurch attacks. Please let us know if it is helpful to debrief after the summit.

I also wanted to let you know that I have been invited to meet with the New Zealand telco sector next week, and believe it would be helpful to take the meeting and discuss industry responses. I would also propose to meet with our long standing safety partner NetSafe and possibly also the New Zealand Privacy Commissioner given his very public concerns about our response to date.

Please let me know if it's helpful for meet with any government officials who may be tasked with exploring legislative solutions here so that I can share our learnings from Europe and other jurisdictions.

All my best,

Mia

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Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) |
E: s9(2)(a)

Out of Scope

From: Mia Garlick <s9(2)(a)>
Sent: Monday, 25 March 2019 10:01 AM
To: ^Parliament: s9(2)(a) ^Parliament: Rajesh Nahna; Andrew Campbell
Cc: s9(2)(a)
Subject: Re: Formal offer: Facebook delegation

Dear s9(2)(a)

I hope you and the team are well. We all watched the ceremony last Friday and held two minutes of silence in solidarity – all of which was incredibly powerful.

I wanted to follow up to let you know that we have been asked by the Australian Government to participate in a summit this coming Tuesday 26th March at 1pm local time in Brisbane to discuss the attacks in New Zealand with Australian government officials. We anticipate that some, if not all, of the proceedings will be on the public record. We are engaging in this summit with the following representatives – Nathaniel Gleichner, Director of CyberSecurity Policy; Gullnaz Baig, APAC Head of Counter-terrorism; Jeff Wu, Director of Trust & Safety APAC; as well as myself.

Our offer for a senior delegation lead by Nick Clegg, our VP for Global Affairs and Communications, or our VP for Global Public Policy, Joel Kaplan, to brief the Prime Minister and/or any Ministers or officials you deem appropriate in person, if their respective schedules allow, still stands.

We also remain available for any VC briefings or phone calls – including from our Chief Executive Officer Mark Zuckerberg – if that is helpful to answer any immediate questions.

We look forward to hearing from you.

All my best,

Mia

From: Mia Garlick <s9(2)(a)>
Date: Tuesday, March 19, 2019 at 6:03 PM
To: s9(2)(a) <s9(2)(a)> parliament.govt.nz
Cc: s9(2)(a)
Subject: Re: Formal offer: Facebook delegation

Dear s9(2)(a)

Thank you for your time to speak earlier today.

We appreciate that you and your colleagues are working across a wide range of issues at the moment and have many pressures on your time.

As and when it is helpful to you, we would welcome the opportunity to provide a detailed briefing on four key areas:

- what happened on our services and our work to stop the sharing of the attacker's original video and subsequent shares of the video and clips from it;

- how we use artificial intelligence to manage content on our services and what technical solutions are possible at this time;
- how we are working with law enforcement in pursuit of their investigations; and
- areas for further collaboration between Facebook and the New Zealand Government to address online hate and improve our strategic relationships in crisis situations.

We propose that senior expert representatives from our content policy, engineering and law enforcement relations team provide the briefings. Nick Clegg, our VP for Global Affairs and Communications would very much like to be involved in briefing the Prime Minister, any Ministers or officials you deem appropriate if their respective schedules allow for this. Alternatively our VP for Global Public Policy, Joel Kaplan, will likely lead the delegation.

We are happy to do some briefings via VC this week if you would like to focus on the most immediate questions. Alternately, please let us know if you'd prefer meetings in person in the week beginning 25 March or 1 April.

Please let us know what works best for you.

All my best,

Mia

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Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) |
E: s9(2)(a)

From: s9(2)(a) <s9(2)(a)@parliament.govt.nz>

Date: Tuesday, March 19, 2019 at 10:29 AM

To: Mia Garlick <s9(2)(a)>

Cc: s9(2)(a)

Subject: RE: Formal offer: Facebook delegation

Hi Mia

Could you please contact me in terms of this requested meeting.

Many thanks

s9(2)(a)

Executive Assistant | Office of Prime Minister's Chief of Staff

s9(2)(a)

9-038 Executive Wing, Parliament Buildings, Wellington 6011



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From: s9(2)(a)
Sent: Monday, 18 March 2019 5:47 PM
To: 'Mia Garlick' <s9(2)(a)>
Cc: s9(2)(a)
Subject: RE: Formal offer: Facebook delegation

Dear Mia

On behalf of Raj Nahna, Acting Chief of Staff, I write to thank you for your messages at this particularly difficult time.

Whilst I am sure you can appreciate that diaries are very fluid at the moment, I would like some further information on your proposal to meet with the Prime Minister. Please could you provide details of those in the delegation together with a suggested agenda and talking points.

I look forward to hearing from you and please do not hesitate to call me if you wish to discuss anything further.

Kind regards

s9(2)(a)
Executive Assistant to the Chief of Staff | Office of the Prime Minister
s9(2)(a)
9-038 Executive Wing, Parliament Buildings, Wellington 6011



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From: Mia Garlick [mailto:s9(2)(a)]
Sent: Monday, 18 March 2019 10:25 AM
To: Andrew Campbell <s9(2)(a)> Raj Nahna <s9(2)(a)>
Cc: s9(2)(a)
Subject: Formal offer: Facebook delegation

Dear Andrew and Raj,

I appreciate you are dealing with many issues at present. However, when the time is right for you, we would welcome the opportunity for senior delegation of Facebook representatives to meet with the Prime Minister and any Ministers or officials you deem appropriate.

Please let us know when it is suitable for us to discuss the details of this. Please also let me know as and when you require any additional information.

All my best,
Mia

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Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) |

E: s9(2)(a)

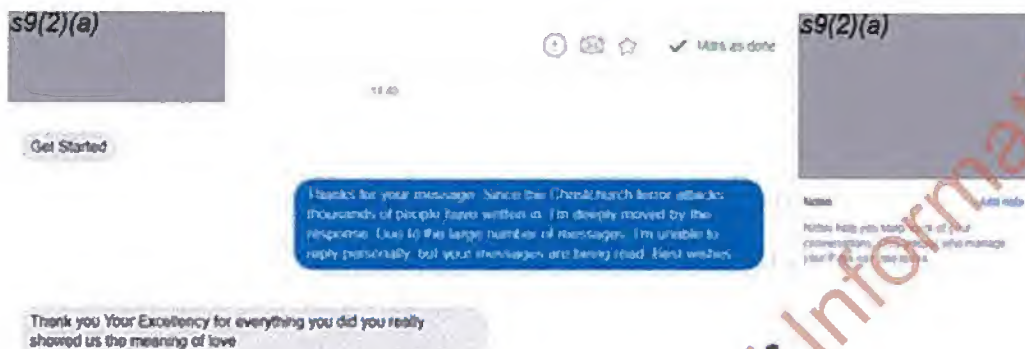
Released Under the Official Information Act 1982

Out of Scope

From: s9(2)(a) <s9(2)(a)@parliament.govt.nz>
Sent: Friday, 22 March 2019 2:47 PM
To: s9(2)(a)
Cc: s9(2)(a)
Subject: Labelling in business manager

Hi Mia,

We're having some kind of glitch in the PM's inbox, where there's no space for us to add labels on the right sidebar. It's appearing on one computer but not on a number of others. Is this something you can fix / can you give us guidance on this?



Thanks

s9(2)(a)
Communications Assistant | Office of Prime Minister of New Zealand
s9(2)(a)
8-048 Government Communications Unit, Parliament Buildings, Wellington 6011

From: Mia Garlick <s9(2)(a)>
Sent: Friday, 22 March 2019 1:44 PM
To: s9(2)(a)
Subject: Further update on our work

Dear s9(2)(a)

I wanted to share a further update with you about our recent work. We were asked by the Department of Internal Affairs to make a gesture today as a mark of respect for today's Nationwide reflection and have started to show everyone in New Zealand the below prompt.

We have continued to provide ad credits to support local mental health services such as The Lowdown and Small Steps.

We also want to ensure young people feel safe and supported in their communities, both online and offline. We will work with our existing partner, Sticks 'n' Stones, through our Online Advocates program, to co-design additional education around peer-support, resilience and digital literacy together with young people and youth educators.

In addition, we have shared more details about our technical work on artificial intelligence and blocking the video: <https://newsroom.fb.com/news/2019/03/technical-update-on-new-zealand/>. In terms of next steps, our work is focused on

- Improving our matching technology so that we can stop the spread of viral videos of this nature, regardless of how they were originally produced. For example, as part of our response last Friday, we applied experimental audio-based technology which we had been building to identify variants of the video.
- Reacting faster to this kind of content on a live streamed video. This includes exploring whether and how AI can be used for these cases, and how to get to user reports faster. Some have asked whether we should add a time delay to Facebook Live, similar to the broadcast delay sometimes used by TV stations. There are millions of Live broadcasts daily, which means a delay would not help address the problem due to the sheer number of videos. More importantly, given the importance of user reports, adding a delay would only further slow down videos getting reported, reviewed and first responders being alerted to provide help on the ground.
- Continuing to combat hate speech of all kinds on our platform. Our Community Standards prohibit terrorism and hate groups of all kinds. This includes more than 200 white supremacist organizations globally, whose content we are removing through proactive detection technology.
- Expanding our industry collaboration through the Global Internet Forum to Counter Terrorism (GIFCT). We are experimenting with sharing URLs systematically rather than just content hashes, are working to address the range of terrorists and violent extremists operating online, and intend to refine and improve our ability to collaborate in a crisis.

Please let me know if you have any further questions at this stage. We will observe two minutes silence with you all today.

All my best,

Mia



Together in Tears, Together in Hope.

In remembrance of every person lost in the
Christchurch attacks.

If you need support, call or text 1737

[Continue to Facebook](#)

Out of Scope

From: Mia Garlick (mailto:[s9\(2\)\(a\)](#))
Sent: Friday, 22 March 2019 1:05 PM
To: [s9\(2\)\(a\)](#) <[s9\(2\)\(a\)](#)> [parliament.govt.nz](#)
Subject: Re: Video

Will have this reviewed urgently

Sent from my iPhone

On 22 Mar 2019, at 11:03 am, [s9\(2\)\(a\)](#) <[s9\(2\)\(a\)](#)> [parliament.govt.nz](#) wrote:

Hi Mia,

I think this is a video showing a deceased body (sorry) that needs to be taken down.
[s9\(2\)\(a\), s6\(c\)](#)

Thanks

[s9\(2\)\(a\)](#)
Communications Assistant | Office of Prime Minister of New Zealand
[s9\(2\)\(a\)](#)
8-048 Government Communications Unit, Parliament Buildings, Wellington 6011

From: Mia Garlick <s9(2)(a)>
Sent: Friday, 22 March 2019 11:34 AM
To: Andrew Campbell; ^Parliament: Rajesh Nahna
Cc: s9(2)(a)
Subject: Update on our work

Dear Andrew and Raj,

I wanted to share an update with you about our recent work. We were asked by the Department of Internal Affairs to make a gesture today as a mark of respect for today's Nationwide reflection and have started to show everyone in New Zealand the below prompt.

We have continued to provide ad credits to support local mental health services such as The Lowdown and Small Steps.

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Please let me know if you have any further questions at this stage. We will observe two minutes silence with you all today.

All my best,

Mia

Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) |
E: s9(2)(a)



Together in Tears, Together in Hope.

In remembrance of every person lost in the
Christchurch attacks.

If you need support, call or text 1737

Continue to Facebook

From: Mia Garlick <s9(2)(a)>
Sent: Tuesday, 19 March 2019 5:12 PM
To: Andrew Campbell; CHAMBERS, Richard; ^Parliament: Rajesh Nahna
Cc: s9(2)(a)
Subject: Now live: Blog post

Thank you all for your feedback and guidance here. This post is now live:
<https://newsroom.fb.com/news/2019/03/update-on-new-zealand/?shareadraft=5c905e9a640a8>

On 3/19/19, 10:55 AM, "Andrew Campbell" <s9(2)(a)> wrote:

Thank you Mia

Police are looking at this now and will be getting in touch with you shortly.

It would be appreciated if you could hold on sending it until they contact you.

Andrew

-----Original Message-----

From: Mia Garlick [mailto:s9(2)(a)]
Sent: Tuesday, 19 March 2019 12:01 PM
To: CHAMBERS, Richard <s9(2)(a)> Andrew Campbell
<s9(2)(a)> Raj Nahna <s9(2)(a)>
Cc: s9(2)(a)
Subject: Pls respond: Blog post
Importance: High

Dear Assistant Commissioner, Andrew and Raj,

I wanted to follow up on my earlier emails. We are being pressed by media to respond to interviews and our Vice President of Content Policy will shortly be participating in media interviews. We also want to create a blog post that contains our information about our work to stop the sharing of the video.

We have edited our post to respond to the feedback from New Zealand Police and are very grateful for the feedback of Assistant Commissioner Chambers last night. We note that much of the information about the use of other online platforms in addition to ours in being reported on by media and is part of the public record.

Who is best placed at NZ Police to confirm that we have addressed the concerns of law enforcement quickly?

I look forward to hearing from you shortly and I apologise for the interruptions on these matters when you have so much going on; we are trying to be responsive to the media requests we are receiving.

Kind regards,

Mia

Update on New Zealand

By Guy Rosen (<https://www.facebook.com/guyro>), VP of Product Management

Our hearts go out to the victims, their families and the community affected by the horrific terrorist attacks in Christchurch. We remain shocked and saddened by this tragedy and are committed to working with leaders in New Zealand, other governments and across the technology industry to help counter hate speech and the threat of terrorism. We continue to work around the clock to prevent this content from appearing on our site, using a combination of technology and people.

We have been working directly with the New Zealand Police to respond to the attack and support their investigation, including providing an on-the-ground resource for law enforcement authorities, and will continue to support them in every way we can. In addition, members of the Global Internet Forum to Counter Terrorism (GIFCT) coordinate regularly on terrorism and have been in close contact since the terrorist attack last Friday in New Zealand. We have shared more than 900 visually-distinct images and videos related to the attack via our collective database, along with URLs and context on our enforcement approaches. This incident highlights the importance of industry cooperation regarding the range of terrorists and violent extremists operating online.

While we're still reviewing this situation and expect to have more updates in the future, here is what we know so far:

s6(c)

- * At 14:31 NZDT, law enforcement contacted Facebook.
- * At 14:40 NZDT, Facebook removed the original video.
- * Including the fewer than 200 views during the live broadcast, the video was viewed about 4000 times in total before being removed from Facebook.

What we did in the first 24 hours:

- * Designated both shootings as terror attacks, meaning that any praise, support, and representation of the events violates our Community Standards and is not permitted on Facebook.
(https://www.facebook.com/communitystandards/dangerous_individuals_organizations)
- * Removed the personal accounts of the named suspect from Facebook and Instagram, and are actively identifying and removing any imposter accounts that surface.
- * Removed the original Facebook Live video and hashed it so that other shares that are visually similar to that video are then detected and automatically removed from Facebook and Instagram.
- * Some variants such as screen recordings were more difficult to detect, so we expanded to additional detection systems including the use of audio technology.
- * In the first 24 hours, Facebook removed about 1.5 million videos of the attack globally. More than 1.2 million of those videos were blocked at upload, and were therefore prevented from being seen on our services.
- * Facilitated the removal of videos hosted on other social media sites by sharing information with other companies. We have shared more than 900 visually-distinct images and videos related to the attack via our collective database, along with URLs and context on our enforcement approaches.
- * Identified abusive content on other social media sites in order to assess whether or how that content might migrate to one of our platforms.

On 3/19/19, 7:53 AM, "Mia Garlick" <s9(2)(a)> wrote:

Dear Assistant Commissioner Chambers,

Thank you for your call. I wanted to share the reworded draft of our blog post, where we have worked to address your concerns. We note that the role of other sites here is widely reported online and our timeline matches this.

Please let me know of any further concerns.

Mia

--

Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) | E: s9(2)(a)

REDRAFT:

We have been working directly with the New Zealand Police to respond to the attack and support their investigation, including providing an on-the-ground resource for law enforcement authorities, and will continue to support them in every way we can. In addition, members of the Global Internet Forum to Counter Terrorism (GIFCT) coordinate regularly on terrorism and have been in close contact since the terrorist attack last Friday in New Zealand. We have shared more than 15,000 hashes related to the attack via our collective database, along with URLs and context on our enforcement approaches. This incident highlights the importance of industry cooperation regarding the range of terrorists and violent extremists operating online.

While we're still reviewing this situation and expect to have more updates in the future, here is what we know so far:

s6(c)

- * At 14:31 NZDT, law enforcement contacted Facebook.
- * At 14:40 NZDT, nine minutes after being contacted by law enforcement, Facebook removed the original video.

On 3/18/19, 5:57 PM, "CHAMBERS, Richard" <s9(2)(a)> wrote:

Kia ora Mia and thank you for the conversation just now.

Sending this so you have my email address.

Thanks for your understanding and support to the investigation.

Kia kaha.

Regards, Richard

Richard Chambers
Assistant Commissioner
Investigations, Serious and Organised Crime
New Zealand Police

=====
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Released Under the Official Information Act 1982

Out of Scope [DPMC]

From: s9(2)(a)
Sent: Tuesday, 19 March 2019 3:25 PM
To: ^Parliament: s9(2)(a)
Subject: RE: Formal offer: Facebook delegation

Great I am glad to hear that.

Cheers

s9(2)(a)

From: s9(2)(a) <s9(2)(a)@parliament.govt.nz>
Sent: Tuesday, March 19, 2019 3:25 PM
To: s9(2)(a)
Subject: RE: Formal offer: Facebook delegation

Thanks and I am pleased to confirm that we have spoken.

s9(2)(a)

Executive Assistant | Office of The Prime Minister's Chief of Staff
s9(2)(a)

Authorised by Jacinda Ardern MP, Parliament Buildings, Wellington

Sent with BlackBerry Work
(www.blackberry.com)

From: s9(2)(a)
Date: Tuesday, 19 Mar 2019, 3:23 PM
To: s9(2)(a) <s9(2)(a)@parliament.govt.nz>
Subject: RE: Formal offer: Facebook delegation

Hi s9(2)(a)

I am not sure if you have heard from Mia yet, but I will chase her up for you.

Thanks

s9(2)(a)

s9(2)(a)
Senior Consultant
BRG Ltd
s9(2)(a)
www.brg.co.nz

From: s9(2)(a) <s9(2)(a)@parliament.govt.nz>
Sent: Tuesday, March 19, 2019 12:29 PM
To: Mia Garlick <s9(2)(a)>
Cc: s9(2)(a)
Subject: RE: Formal offer: Facebook delegation
Importance: High

Hi Mia

Could you please contact me in terms of this requested meeting.

Many thanks

s9(2)(a)
Executive Assistant | Office of Prime Minister's Chief of Staff
s9(2)(a)
9-038 Executive Wing, Parliament Buildings, Wellington 6011



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Authorised by Jacinda Ardern MP, Parliament Buildings, Wellington

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From: s9(2)(a)
Sent: Monday, 18 March 2019 5:47 PM
To: 'Mia Garlick' <s9(2)(a)>
Cc: s9(2)(a)
Subject: RE: Formal offer: Facebook delegation

Dear Mia

On behalf of Raj Nahna, Acting Chief of Staff, I write to thank you for your messages at this particularly difficult time.

Whilst I am sure you can appreciate that diaries are very fluid at the moment, I would like some further information on your proposal to meet with the Prime Minister. Please could you provide details of those in the delegation together with a suggested agenda and talking points.

I look forward to hearing from you and please do not hesitate to call me if you wish to discuss anything further.

Kind regards

s9(2)(a)

Executive Assistant to the Chief of Staff | Office of the Prime Minister

s9(2)(a)

9-038 Executive Wing, Parliament Buildings, Wellington 6011



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From: Mia Garlick [mailto:s9(2)(a)]

Sent: Monday, 18 March 2019 10:25 AM

To: Andrew Campbell <s9(2)(a)>

Raj Nahna <s9(2)(a)>

Cc: s9(2)(a)

Subject: Formal offer: Facebook delegation

Dear Andrew and Raj,

I appreciate you are dealing with many issues at present. However, when the time is right for you, we would welcome the opportunity for senior delegation of Facebook representatives to meet with the Prime Minister and any Ministers or officials you deem appropriate.

Please let us know when it is suitable for us to discuss the details of this. Please also let me know as and when you require any additional information.

All my best,

Mia

--

Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) |

E: s9(2)(a)

Out of Scope

[DPMC]

From: Mia Garlick <s9(2)(a)>
Sent: Tuesday, 19 March 2019 12:07 PM
To: s9(2)(a)
Subject: Re: Facebook content removals

Hey s9(2)(a)

I wanted to follow up on this.

The first link has been removed. The second video link is not a video of the shooting – it is a video of a user claiming that he had previously warned others about the possibility of the NZ shooting. Would you like us to check with DIA if this is objectionable content?

For the screenshot, it was posted on Twitter and has been shared on our services to condemn. This doesn't typically violate our policies – do you want me to check with the DIA on how this one sits under New Zealand law as well?

Kind regards, Mia

From: Mia Garlick <s9(2)(a)>
Date: Tuesday, March 19, 2019 at 7:10 AM
To: s9(2)(a) <s9(2)(a)> parliament.govt.nz>
Subject: Re: Facebook content removals

Thank you for sending these through. Will ensure we review and promptly action any that haven't already been removed.

From: s9(2)(a) <s9(2)(a)> parliament.govt.nz>
Date: Monday, March 18, 2019 at 12:51 PM
To: Mia Garlick <s9(2)(a)>
Subject: RE: Facebook content removals

Thanks Mia!

We have one more for you – it's from Sunday, so I imagine it's already been removed. The person only sent through a screenshot to alert us to it, but it's a message posted by s6(c), threatening revenge on s6(c) and a user called s6(c). Unfortunately, we don't have a link to this post, only the attached screenshot.

Kind regards,

s9(2)(a)

From: Mia Garlick [mailto:s9(2)(a)]
Sent: Monday, 18 March 2019 1:51 PM
To: s9(2)(a) <s9(2)(a)> parliament.govt.nz>
Subject: Re: Facebook content removals

Thank you - we will promptly review and action.

Sent from my iPhone

On 18 Mar 2019, at 11:28 am, s9(2)(a) <s9(2)(a)@parliament.govt.nz> wrote:

Hi Mia,

We've received a couple of links to videos through the Prime Minister's inbox over the weekend. They may now be taken down, but just in case, we've collated them here for your team to follow up:

s6(c) (This one has been shared a number of times)
s6(c)

These are a couple we've seen so far, but we'll send through anymore as they come in.

Kind regards,

s9(2)(a)

Office of the Prime Minister of New Zealand

s9(2)(a)

s9(2)(g)(i) [plus 3 additional pages]

Released Under the Official Information Act 1982

Out of Scope [DPMC]

From: Andrew Campbell <s9(2)(a)>
Sent: Tuesday, 19 March 2019 7:15 AM
To: s9(2)(a)
Subject: RE: Urgent heads up: timeline

Great, good outcome then. Yes it was the initial times that alarmed me.

Andrew

Sent with BlackBerry Work
(www.blackberry.com)

From: s9(2)(a) <s9(2)(a)> [parliament.govt.nz](mailto:s9(2)(a)@parliament.govt.nz)
Date: Monday, 18 Mar 2019, 8:03 PM
To: Andrew Campbell <s9(2)(a)>
Subject: RE: Urgent heads up: timeline

Thank you Andrew I think you made a really useful intervention here
Police are very grateful
Assistant Commissioner Richard Chambers has phoned Mia Garlick
He has advised her the times in the first three bullet points should not be publicly released (crucial to investigation)
But that it is ok to release details from 1431 (the time that law enforcement contacted Facebook)
And he believes the other parts of the statement are useful and responsible
And that Police have a very good relationship with Facebook
Thanks again
s9(2)(a)

From: Andrew Campbell
Sent: Monday, 18 March 2019 7:09 PM
To: s9(2)(a); s9(2)(a)
Subject: FW: Urgent heads up: timeline
Importance: High

From: Mia Garlick <s9(2)(a)>
Sent: Monday, 18 March 2019 6:56 PM
To: Raj Nahna <s9(2)(a)> Andrew Campbell <s9(2)(a)>
Cc: s9(2)(a)
Subject: Urgent heads up: timeline
Importance: High

Dear Rajesh and Andrew,
I wanted to provide you with a heads up as a courtesy before it goes live that we will shortly be posting a timeline of what we know so far about how our service was used in the attack and what we did in response. We understand that people have questions and want answers and we have been working to identify what information we can share.
We hope this is helpful. I will come back to Jo's email about the delegation meeting shortly.
All my best,
Mia
--

Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) | E: s9(2)(a)

DRAFT POST:

By [Guy Rosen](#), VP of Product Management

Our hearts go out to the victims, their families and the community affected by the horrific terrorist attacks in Christchurch. We continue to work around the clock to prevent this content from appearing on our site, using a combination of technology and people.

Since shortly after the terrorist attack started unfolding, we have been working directly with the New Zealand Police to respond to the attack and support their investigation, including providing an on-the-ground resource for law enforcement authorities, and will continue to support them in every way we can.

We know that people have questions and want answers. While we're still reviewing this situation and expect to have more updates in the future, here is what we know so far:

- s6(c) [REDACTED]
- [REDACTED]
- [REDACTED]
- At 14:31 NZDT, law enforcement contacted Facebook.
- At 14:40 NZDT, nine minutes after being contacted by law enforcement, Facebook removed the original video.
- In the subsequent days, people have continuously attempted to upload copies of the video, including to condemn this terrible attack.
- With respect to the number of people who viewed the video:
 - The video was viewed fewer than 200 times during the 17-minute live broadcast.
 - After a Facebook Live broadcast concludes, the content remains available as a recorded video. In this case, the recorded video was viewed about 4000 times before being removed from Facebook.
 - However, the video was then uploaded to Facebook many times by other people, including to condemn the attack.
 - In the first 24 hours, Facebook removed about 1.5 million videos of the attack globally, of which over 1.2 million were blocked at upload.

What we did in the first 24 hours:

- Designated both shootings as terror attacks, meaning that any praise, support, and representation of the events violates our [Community Standards](#).
- Removed the personal accounts of the named suspects from Facebook and Instagram, and are actively identifying and removing any imposter accounts that surface.
- Removed the original Facebook Live video and hashed it so that other shares that are visually similar to that video are then detected and automatically removed from Facebook and Instagram.
 - Some variants such as screen recordings were more difficult to detect, so we expanded to additional detection systems including the use of audio technology.
- Facilitated the removal of videos hosted on other social media sites by sharing information with other companies.
- Identified abusive content on other social media sites in order to assess whether or how that content might migrate to one of our platforms.

We remain shocked and saddened by this tragedy and are committed to working with leaders in New Zealand, other governments and across the technology industry to help counter hate speech and the threat of terrorism.

We will provide further updates as we continue to work with law enforcement.

Out of Scope [DPMC]

From: Andrew Campbell <s9(2)(a)>
Sent: Monday, 18 March 2019 7:03 PM
To: Mia Garlick; ^Parliament: Rajesh Nahna
Cc: s9(2)(a)
Subject: RE: Urgent heads up: timeline

Hi

Can you please stop this post going. It contains information that I would like run past the NZ Police, especially the first detail in the timeline. I can see this post causing significant concern and contains information relevant to the police investigation.

Andrew

From: Mia Garlick [mailto:s9(2)(a)]
Sent: Monday, 18 March 2019 6:56 PM
To: Raj Nahna ; Andrew Campbell
Cc: s9(2)(a)
Subject: Urgent heads up: timeline
Importance: High

Dear Rajesh and Andrew,

I wanted to provide you with a heads up as a courtesy before it goes live that we will shortly be posting a timeline of what we know so far about how our service was used in the attack and what we did in response. We understand that people have questions and want answers and we have been working to identify what information we can share.

We hope this is helpful. I will come back to Jo's email about the delegation meeting shortly.

All my best,

Mia

--

Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) | E: s9(2)(a)

DRAFT POST:

By [Guy Rosen](#), VP of Product Management

Our hearts go out to the victims, their families and the community affected by the horrific terrorist attacks in Christchurch. We continue to work around the clock to prevent this content from appearing on our site, using a combination of technology and people.

Since shortly after the terrorist attack started unfolding, we have been working directly with the New Zealand Police to respond to the attack and support their investigation, including providing an on-the-ground resource for law enforcement authorities, and will continue to support them in every way we can.

We know that people have questions and want answers. While we're still reviewing this situation and expect to have more updates in the future, here is what we know so far:

- s6(c)
-
-
- At 14:31 NZDT, law enforcement contacted Facebook.
 - At 14:40 NZDT, nine minutes after being contacted by law enforcement, Facebook removed the original video.
 - In the subsequent days, people have continuously attempted to upload copies of the video, including to condemn this terrible attack.
 - With respect to the number of people who viewed the video:
 - The video was viewed fewer than 200 times during the 17-minute live broadcast.
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- Removed the original Facebook Live video and hashed it so that other shares that are visually similar to that video are then detected and automatically removed from Facebook and Instagram.
 - Some variants such as screen recordings were more difficult to detect, so we expanded to additional detection systems including the use of audio technology.
- Facilitated the removal of videos hosted on other social media sites by sharing information with other companies.
- Identified abusive content on other social media sites in order to assess whether or how that content might migrate to one of our platforms.

We remain shocked and saddened by this tragedy and are committed to working with leaders in New Zealand, other governments and across the technology industry to help counter hate speech and the threat of terrorism.

We will provide further updates as we continue to work with law enforcement.

From: s9(2)(a) <s9(2)(a)@parliament.govt.nz>
Sent: Monday, 18 March 2019 2:51 PM
To: 'Mia Garlick'
Subject: RE: Facebook content removals
Attachments: s6(c)

Thanks Mia!

We have one more for you – it's from Sunday, so I imagine it's already been removed. The person only sent through a screenshot to alert us to it, but it's a message posted by s6(c), threatening revenge on s6(c) and a user called s6(c). Unfortunately, we don't have a link to this post, only the attached screenshot.

Kind regards,
s9(2)

Replicated elsewhere in documents

Spark NZ

63% 12:02



Search



s9(2)(a)

Rogan Experience Forum

1 hour ago •

This world is fucked.

s6(c)



You and 15 others

33 Comments



Like



Comment

Out of Scope [DPMC]

From: Mia Garlick <s9(2)(a)>
Sent: Sunday, 17 March 2019 9:53 PM
To: Andrew Campbell; ^Parliament: Rajesh Nahna
Cc: s9(2)(a) Benjamin McConaghy
Subject: Re: Sunday update: Facebook livestream: Christchurch incident

No need to apologise – totally understand.

All the best with your many responsibilities at this time.

Speak soon,

Mia

From: Andrew Campbell <s9(2)(a)>
Date: Sunday, March 17, 2019 at 7:44 PM
To: Mia Garlick <s9(2)(a)> Raj Nahna <s9(2)(a)>
Cc: s9(2)(a) Benjamin McConaghy
s9(2)(a)
Subject: RE: Sunday update: Facebook livestream: Christchurch incident

Mia

Apologies for the radio silence. As you can imagine we have been run off our feet here responding to the tragedy.

Thanks so much for the updates. They are helpful and appreciated.

Talk soon

Andrew

From: Mia Garlick [mailto:s9(2)(a)]
Sent: Sunday, 17 March 2019 8:37 PM
To: Raj Nahna <s9(2)(a)> Andrew Campbell <s9(2)(a)>
Cc: s9(2)(a) Benjamin McConaghy <s9(2)(a)>
Subject: Sunday update: Facebook livestream: Christchurch incident

Dear Rajesh and Andrew,

I wanted to share an update with you about our ongoing work to stop the sharing of harmful content on our services following the abhorrent attack in Christchurch.

I felt it was important to reiterate that this type of content has no place on our services; we responded quickly when the New Zealand police notified us of it, as part of their response to the incident as it was unfolding, to remove the original video. We also quickly removed the shooter's accounts on both Facebook and Instagram as well as other content that violates our policies, such as support for the attack, or the shooter, or content that violates our policies for hate speech.

We continue to work around the clock to remove violating content from our site using a combination of

technology and people. In the first 24 hours, we removed 1.5 million videos of the attack globally, of which over 1.2 million were automatically blocked at upload.

Following the New Zealand Government's determination that any of the content associated with the attack should be removed — including edited versions shared by news media or by well-intentioned members of the public to condemn it — we've begun to remove instances of the video that do not show graphic content.

In case it is useful background, in addition to our work to remove harmful content of this nature, it is against our policies to share hate speech on our services and we actively remove all hate speech that we become aware of. In Q2 2018, we took action on around 2.5 million pieces of content, about the same as in Q1 2018 and in Q3 2018, we took action on about 2.9 million pieces of content. In Q3 2018, we found around 51.6% of the hate speech content we removed before users reported it to us. More details on this are found in our Community Standards Enforcement Report:

<https://transparency.facebook.com/community-standards-enforcement#hate-speech>

The Facebook Safety Check tool was also activated by the local community in Christchurch shortly after the attacks. Safety Check allows people to let friends and family know they are ok and allows people to check in on loved ones. It also includes a Community Help feature that allows people to offer or request help in the form of food or other supplies. Tens of thousands of people in the affected area used Safety Check to mark themselves as safe: <https://www.facebook.com/crisisresponse/the-mosque-attacks-in-christchurch-new-zealand-mar15-2019/about/?source=bookmark> and hundreds have used the Community Help tool to offer support. We've also seen people from around the world use profile frames as a mark of solidarity for the people affected by this tragedy, and create personal fundraisers to raise money for the community.

To help local organisations such as YouthLine and Lifeline Aotearoa promote awareness of their important services to New Zealanders, we have provided them with ad credits to assist them in getting their message of support and counselling out across the community.

Please let me know if you have any questions today, or in the coming days and weeks, about Facebook's response. We also look forward to discussing with you in the coming days what more can be done to address these issues and concerns.

Kind regards,

Mia

From: Mia Garlick <s9(2)(a)>

Date: Saturday, March 16, 2019 at 9:49 AM

To: "s9(2)(a)" <s9(2)(a)>

"s9(2)(a)" <s9(2)(a)>

Cc: Antonia Sanda <s9(2)(a)> s9(2)(a) Benjamin
McConaghy <s9(2)(a)>

Subject: Update: Facebook livestream: Christchurch incident

Dear Rajesh and Andrew,

In case it is helpful, I wanted to share more details about the steps we are taking to stop the sharing of this content on our services.

In general, since the attack happened, teams from across Facebook have been working around the clock to respond to reports and block content, proactively identify content which violates our standards and to support first responders and law enforcement. We are adding each video we find to an internal data base which enables us to detect and automatically remove copies of the videos when uploaded again. We urge people to report all instances to us so our systems can block the video from being shared again.

Here are the specific details:

- Since we learned of the attack last night, teams from across the company have been working together in real time to identify content on our site about the attack and remove content that violates our policies, such as support for the shooting or the shooter or content that violates our policies for hate speech.
 - Our Content Policy team has designated both shootings as terror attacks, meaning that any praise, support, and representation of the events violates our [Community Standards](#).
 - We have removed the named suspect Tarrant's, accounts on FB and IG.
 - We removed the original video last night.
 - We are also working with experts and investigators about what's on other sites to understand how that may manifest on Facebook and take quick action to remove it if it appears
- Additionally, our teams also knew that once the suspect was named, people may try to create accounts impersonating him so they immediately started proactively looking for those and removing them. They've been using a combination of technology, as well as reports from our community, to take these accounts down.
- Further, should content on our site allege that the event did not happen or that the victims are just actors, this also violates our Community Standards and we will remove it as soon as we're aware
- We're also actively working to support first responders and law enforcement.

About the video specifically:

- As noted above, when we removed the video on FBLive, we hashed it so that other shares that are visually similar to that video are then detected and automatically removed from Facebook and Instagram.
- Because people are uploading different versions of the video such as recording of screens:
 - We are also using audio technology to detect instances of the video where the images are not as easily detected or not a match with the videos we've already removed.
 - We are also hashing additional uploads we find so that we can automatically remove them.
- When we find links to the video hosted by other sites, we are sharing it with those companies so they can remove it.
- We continue to add new videos to our internal data base and block new links to where the video may be present on another site to prevent it from being shared on our site.

Please let me know if you have any questions.

All of our hearts and prayers are with New Zealand at this time.

Kind regards,

Mia

--

Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) |
E: s9(2)(a)

From: Mia Garlick <s9(2)(a)>
Date: Friday, March 15, 2019 at 2:39 PM
To: "s9(2)(a)" <s9(2)(a)>
"s9(2)(a)" <s9(2)(a)>
Cc: Antonia Sanda <s9(2)(a)> s9(2)(a) Benjamin
McConaghy <s9(2)(a)>
Subject: Facebook livestream: Christchurch incident

Dear Rajesh and Andrew,

I wanted to share my deepest sympathies at the tragedy that is occurring in Christchurch presently. I also wanted to share an update about the actions we have taken and will continue to take in collaboration with New Zealand Police, in case it is useful. Below is our current comment that we are providing in response to media queries.

We were alerted to the livestream of the shooter by New Zealand Police and removed both it and the shooter's accounts within minutes of being notified of it. We will also remove all content that praises or supports the shooter or shooters. Additionally, we will remove any content of which we become aware that mocks the victims and we will also memorialise the victims' accounts and/or delete them if this is their families' wishes.

We have a strong relationship with New Zealand law enforcement and will work with them on any requests for access to user data.

Please let me know if you have any questions and/or need any further details from us. I am shortly boarding a 14 hour flight so my colleague Antonia and s9(2)(a) from BRG in Wellington are best placed to assist with any additional information you may require during this time.

All my best,

Mia

--

Director of Policy Australia New Zealand, Facebook + Instagram | M: s9(2)(a) |
E: s9(2)(a)

Statement

"Our hearts go out to the victims, their families and the community affected by this horrendous act. New Zealand Police alerted us to a video on Facebook shortly after the livestream commenced and we removed both the shooter's

Facebook account and the video within minutes. We're also removing any praise or support for the crime and the shooter or shooters as soon as we're aware. We will continue working directly with New Zealand Police as their response and investigation continues." — Mia Garlick, Facebook New Zealand

Released Under the Official Information Act 1982

Out of Scope

From: Sheryl Sandberg s9(2)(a)
Sent: Saturday, 16 March 2019 6:39 AM
To: Rt. Hon Jacinda Ardern
Cc: Mia Garlick
Subject: my deepest condolences

Prime Minister Ardern,

My deepest condolences for the attack that took place yesterday. It's absolutely heartbreaking. I'm keeping the people of New Zealand in my thoughts and wishing you all strength during this difficult time.

My team is fully engaged with the police and standing by ready to help however we can. We are sending a member of our law enforcement team to New Zealand to support on the ground. We removed both the shooter's Facebook and Instagram accounts and the video. We're also removing any praise or support for the crime and the shooter as soon as we're aware. Please don't hesitate to reach out to me personally if there's anything else we can do.

In solidarity,
Sheryl

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